



## Ken Burke, CPA

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PINELLAS COUNTY, FLORIDA

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### Division of Inspector General

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### REPORT NO. 2019-05

TO: Jeff Rohrs, Chief Information Officer, Business Technology Services  
Barry A. Burton, Pinellas County Administrator

FROM: Hector Collazo Jr., Inspector General/Chief Audit Executive  
Division of Inspector General

DIST: Ken Burke, CPA, Clerk of the Circuit Court and Comptroller  
Bernie McCabe, Chair, Business Technology Services Board  
Holly Schoenherr, Director, Human Resources Department

SUBJECT: Follow-up Investigation of Email Access

DATE: March 20, 2019

The Division of Inspector General's Public Integrity Unit (PIU) received an allegation of Fraud, Waste, and Abuse. We investigated the following allegations related to a County appointing authority being granted access to a former employee's new appointing authority email account.

The complainant alleged the following:

- County Administration had access to the complainant's email associated with another appointing authority, Human Resources (HR).
- Business Technology Services (BTS) acted on behalf of the County Administrator to grant access to the complainant's email without any paperwork or job ticket.

The complainant did provide documentation to assist with the investigation.

To determine whether the allegation was substantiated, we reviewed policies, procedures, and any other records deemed appropriate. We also conducted interviews of staff and other parties, as needed. Our investigation was performed according to the *Principles and Standards for Offices of Inspector General* and *The Florida Inspectors General Standards Manual* from The Commission for Florida Law Enforcement Accreditation.



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The Division of Inspector General's investigation of the allegations determined that both allegations noted above were *substantiated*.

We concluded a County Administration employee was granted access to the complainant's HR mailbox without supporting documentation. Although BTS incorrectly established this access, it was removed upon the complainant's discovery and removal request. A BTS inquiry revealed no evidence the County Administration employee connected to the mailbox or accessed the complainant's email. Both County Administration and BTS cited a practice of monitoring the email of departing upper-level employees for business continuity; however, in this case, the access was granted without support and to the complainant's new agency mailbox.

The original investigation resulted in one recommendation for improvement. Since the recommendation contained potentially sensitive security information, we did not publish it pursuant to Florida Statute (F.S.) 119.071(3) and F.S. 281.301(1).

The original investigative report contained one recommendation, which we determined has been partially implemented. We encourage management to continue to implement our recommendation. The original recommendation and status of the recommendation will not be published pursuant to F.S. 119.071(3) and F.S. 281.301(1).

We appreciate the cooperation shown by the staff of Business Technology Services during the original investigation and follow-up investigation.